

Station MD

Partnership Case Study

Testimony

2023

A WORD FROM OUR CEO...



I'm proud to lead an agency that believes in using technology to improve the lives of the individuals we serve. Toward Independence has been a leader in piloting various technologies, including Brittco, QuickMar, NextGen, and now StationMD.

While some technology we have tried has not lived up to expectations, we have been impressed with the ways that StationMD has helped to ensure and improve the health of our individuals, made the jobs of our hard working DSPs more manageable, and conveniently allowed all of our agency to better support the people we serve.

With the staffing crisis in Ohio, we see StationMD as a critical tool to bridge the lack of staffing with the critical healthcare needs of the individuals we serve. In the next few pages, you'll see some of the benefits we've realized in just 7 months. Please feel free to contact me with any questions.

Mark J. Schlater
CEO

WHO WE ARE

HERE'S A LITTLE ABOUT US...



- Non-profit serving individuals with developmental disabilities since 1975
- Our team consists of around 300 employees
- We serve approximately 250 individuals with residential, day program, and non-medical transportation
- Located in 5 counties, including Darke, Greene,
 Hamilton, Miami, & Montgomery.

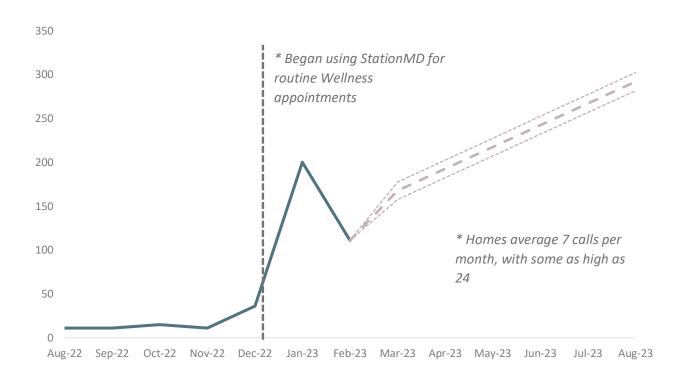
OUR FIRST 7 MONTHS... TIMELINE

We started with StationMD in August of 2022. At first, we were only reaching out reactively for immediate individual needs that would have otherwise required a visit to an urgent care or emergency room.

We soon saw the potential in using StationMD to help with proactive wellness visits. We worked with our teams to schedule client wellness calls based on individual's medical needs.

As our employees were trained, and individuals increase in their comfortability with tele-health services, we are seeing calls increase.

A conservative forecast estimates we will see our regular calls increase to an average of **291** calls per month.



IN THE NUMBERS...

SUMMARY







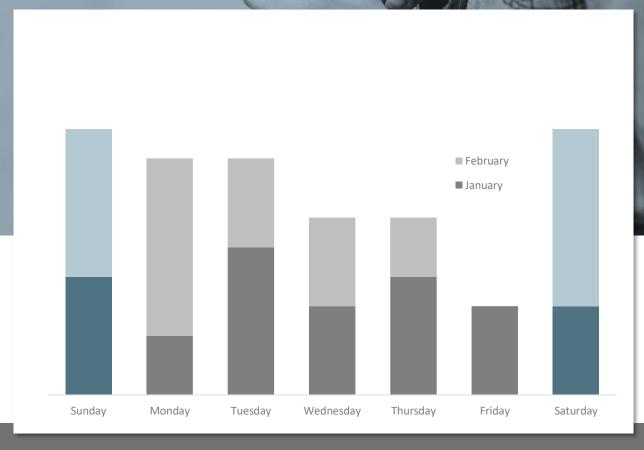


StationMD allows our DSPs to get the help they need and avoid a trip to the urgent care or emergency room.



AVAILABLE ON WEEKENDS

CONVENIENT

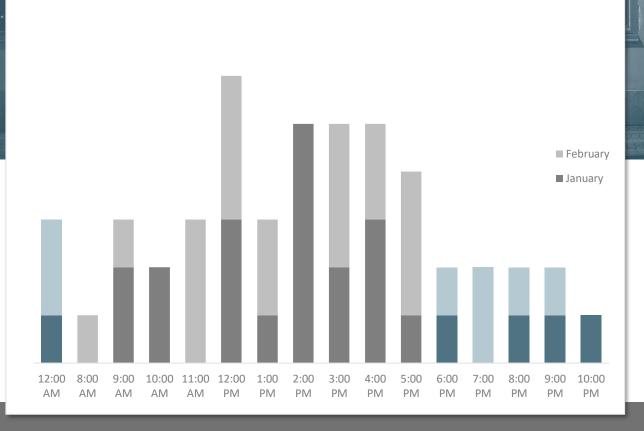


Sunday and Saturday have the highest number of urgent calls.

StationMD provides support to our DSPs when supervisors, nurses, or other administrative staff are less likely to be available.

AVAILABLE AFTER HOURS...

ACCESSIBLE



StationMD gives our DSPs the ability to get the help they need **outside of normal business hours**, speeding up response and ensuring individuals get the care they need - without having to schedule an appointment or go to the emergency room.



COST EFFECTIVE...



\$16 Average DSP hourly rate



Average hours spent to take client to an appointment



150 Number of monthly appointments replaced by StationMD

\$57,600

Annual **amount** saved by using StationMD

3,600

Annual **hours** saved by using StationMD

*Station MD average time per call is 14 minutes



The average emergency room visit takes

4 hours

The average urgent care visit takes

55-70 minutes

With StationMD, we've seen a reduction in emergency room visits of more than **33%** and urgent care visits of **30%**. This has allowed our DSPs to save over **157 hours** in 7 months and allowed them to focus more of their time on the individuals we serve.

Leaving your home to go to an emergency room or urgent care visit increases anxiety and stress for both the individuals we serve. With increased anxiety we risk triggering past trauma responses, incontinent concerns and higher risk of behaviors.

Employees need to ensure coverage for the other clients in the home, usually meaning that another employee needs to come in to ensure health and safety of the clients remaining at the home. They may have to administer a PRN/anti-anxiety medication prior to the visit. Employees are also responsible for ensuring all paperwork, ID, insurance cards, and copies of insurance orders or MAR is brought to the visit, as well as retrieve visit summaries and communicate to additional interested parties after the visit is completed.

StationMD gives everyone involved the convenience of meeting with their healthcare provider in their own home. There is less risk due to weather, transportation, and other healthcare concerns. StationMD also sends visit summaries to QuickMAR, email & fax – notifying family members, physicians, and employees of relevant details and follow up.

